

Mystery shopper report card

Practice name: _____
Location: _____
Date: _____
Shopper's name: _____
Services sought: _____
Veterinarian seen: _____
Services rendered: _____ Fee: \$ _____
_____ Fee: \$ _____
_____ Fee: \$ _____

Appearances

What were your impressions of the exterior of the practice, including the sign and parking lot?

When you entered the practice, were you greeted by a receptionist? ☐ Yes ☐ No
Were staff members wearing uniforms? ☐ Yes ☐ No
Did staff members wear name badges? ☐ Yes ☐ No

Did the following employees' appearances seem professional?

Receptionists: ☐ Yes ☐ No
Technicians: ☐ Yes ☐ No
Veterinarians: ☐ Yes ☐ No
Practice manager: ☐ Yes ☐ No

Was the inside of the practice:
☐ Clean and orderly ☐ Untidy but overall clean
☐ Dirty and smelly

Comments: _____

Client service

When you made your appointment, how were you treated on the telephone? _____

On-site, the staff members' attitudes were:
☐ Friendly and helpful
☐ Nice enough, but distracted
☐ Unfriendly and unhelpful

The doctor's attitude was:
☐ Professional and compassionate
☐ Professional, but hurried
☐ Unprofessional, but compassionate
☐ Unprofessional and hurried

Did you have to wait to be seen? ☐ Yes ☐ No
If so, how long?
☐ Five minutes or less ☐ Six to 10 minutes
☐ 11 to 15 minutes ☐ More than 15 minutes

Did team members talk to you about other services, vaccinations, and preventive care your pet may have needed? ☐ Yes ☐ No
Did the staff call you by name? ☐ Yes ☐ No
Did the staff call your pet by name? ☐ Yes ☐ No
Was a technician or assistant in the exam room? ☐ Yes ☐ No

Comments: _____

Client education

Did the doctor use a pamphlet or brochure to help explain products and services? ☐ Yes ☐ No
Did he or she use videos? ☐ Yes ☐ No
Did you receive an exam room report card? ☐ Yes ☐ No
Did the doctor ask if you had any questions or concerns before he or she reached for the door to leave? ☐ Yes ☐ No

Comments: _____

Overall

What were the practice's best aspects? _____

What were the practice's weakest aspects? _____

On a scale of one to 10, with 10 being the highest, how did the practice rate? 1 2 3 4 5 6 7 8 9 10

Why? _____

How could the practice be improved? _____

Mystery Shoppers Template

T. J. Larkin, Sandar Larkin

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located on the right side of the slide.

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Mystery Shopping Made Simple Ilisha Newhouse, 2004-04-28 How to earn good money by shopping dining out and more Cover subtitle **Social Psychology of Dress** Sharron J. Lennon, Kim K. P. Johnson, Nancy A. Rudd, 2017-03-09 Social Psychology of Dress presents and explains the major theories and concepts that are important to understanding relationships between dress and human behavior These concepts and theories are derived from such disciplines as sociology psychology anthropology communication and textiles and clothing Information presented will provide summaries of empirical research as well as examples from current events or popular culture The book provides a broad based and inclusive discussion of the social psychology of dress including The study of dress and how to do it Cultural topics such as cultural patterns including technology cultural complexity normative order aesthetics hygiene ethnicity ritual Societal topics such as family economy occupation social organizations and sports fraternal organizations Individual focused theories on deviance personality variables self values body image and social cognition Coverage of key theories related to dress and identity provide a strong theoretical foundation for further research Unique chapter features bring in industry application and current events The end of chapter summaries discussion questions and activities give students opportunities to study and research dress Teaching resources including an instructor's guide test bank and PowerPoint presentations with full color versions of images from the textbook Social Psychology of Dress STUDIO Study smarter with self quizzes featuring scored results and personalized study tips Review concepts with flashcards of essential vocabulary Download worksheets to complete chapter activities

Exceptional Customer Service Lisa Ford, David McNair, William Perry, 2009-08-18 When the going's tough companies that survive will be those that build the greatest loyalty by exceeding expectations Yet too often companies ignore their customers needs and wants Today industries like airlines retail businesses and restaurants are feeling consumer pushback With new updated examples from more than fifty companies from Chik Fil A restaurants to the Ritz Carlton hotel chain to online retailer Zappos.com this book shows managers how to go from so so service to amazing service In today's market customer service is a key competitive advantage This book shows you how to expand your customer base when the industry is shrinking use new media to reach consumers and make a lasting great impression on customers When businesses are fighting to survive creating a great experience for customers isn't just important it's essential **Advances in Affective and Pleasurable Design** Yong Gu Ji, Sooshin Choi, 2021-07-19 This volume discusses pleasurable design a part of the traditional usability design and evaluation methodologies The book emphasizes the importance of designing products and services to maximize user satisfaction By combining this with traditional usability methods it increases the appeal of products

and use of services This book focuses on a positive emotional approach in product service and system design and emphasizes aesthetics and enjoyment in user experience and provides dissemination and exchange of scientific information on the theoretical and practical areas of affective and pleasurable design for research experts and industry practitioners from multidisciplinary backgrounds including industrial designers emotion designer ethnographers human computer interaction researchers human factors engineers interaction designers mobile product designers and vehicle system designers

Market Research Handbook ESOMAR,2008-04-30 The fifth edition of what was formerly know as The ESOMAR Handbook of Market and Opinion Research has been completely revised to reflect the latest approaches in the rapidly changing world of professional market research The new Handbook stands out from earlier editions by explaining the latest research techniques and methodologies within a contemporary business context Yet it remains an invaluable and practical day to day reference work for the modern market researcher Truly international in outlook and approach the Handbook combines contributions from over 40 research thought leaders and specialists from across the world including the UK US Europe Australia and S E Asia The editors and authors make an overdue contribution to bridging the Theory Practice divide Their client perspective will delight inform and inspire market research specialists and users alike Prof Se n Meehan Switzerland Martin Hilti Professor of Marketing and Change Management IMD International Institute for Management Development

Library User Metaphors and Services Carl Gustav Johannsen,2015-09-25 How do library professionals talk about and refer to library users and how is this significant In recent decades the library profession has conceived of users in at least five different ways viewing them alternatively as citizens clients customers guests or partners This book argues that these user metaphors crucially inform librarians interactions with the public and by extension determine the quality and content of the services received The ultimate aim of this book is to provide library professionals with insights and tools for avoiding common pitfalls associated with false or professionally inadequate conceptions of library users

Data Analytics: Paving the Way to Sustainable Urban Mobility Eftihia G. Nathanail,Ioannis D. Karakikes,2018-12-11 This book aims at showing how big data sources and data analytics can play an important role in sustainable mobility It is especially intended to provide academicians researchers practitioners and decision makers with a snapshot of methods that can be effectively used to improve urban mobility The different chapters which report on contributions presented at the 4th Conference on Sustainable Urban Mobility held on May 24 25 2018 in Skiathos Island Greece cover different thematic areas such as social networks and traveler behavior applications of big data technologies in transportation and analytics transport infrastructure and traffic management transportation modeling vehicle emissions and environmental impacts public transport and demand responsive systems intermodal interchanges smart city logistics systems data security and associated legal aspects They show in particular how to apply big data in improving urban mobility discuss important challenges in developing and implementing analytics methods and provide the reader with an up to date review of the most representative

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The president of a marketing consulting and research firm warns marketers to shift their focus from customer conquest to customer retention He shows how to track customers serve them better measure customer satisfaction handle complaints and convert short term repeat purchasing into long term customer loyalty **Restaurant Startup & Growth** ,2009

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Marketing Research Carl McDaniel, Jr.,Roger Gates,2000-07-21 This book seamlessly integrates Internet and technology issues and methods all while preserving the clarity and managerial approach that McDaniel and Gates are known for **Marketing Research Essentials** Carl D. McDaniel,Roger H. Gates,2001 An introductory textbook for management undergraduates Topics cover creating a research design data acquisition and data analysis The CD ROM contains Internet links case and data sets and a PowerPoint presentation that includes testing questions Annotation copyrighted by Book News Inc Portland OR **Hospitality Human Resources Newsletter** ,1996 *Communicating Change: Winning Employee Support for New Business Goals* T. J. Larkin,Sandar Larkin,1994-01-22 Offers prescriptions for effecting successful change centered around three guiding principles conveying the message through supervisors communicating face to face and making the changes relevant to each work area **Achieving Service Excellence** Myron D. Fottler,Robert Clayton

Ford,Cherrill P. Heaton,2002 On any particular day a patient can deem your organization and its services a disappointment One unfortunate incident can cost you the goodwill of that patient and anyone that patient knows Compete successfully in today s customer driven market Enhance your customer service with the tools and techniques detailed in Achieving Service Excellence Strategies for Healthcare Combining real world examples with the most significant research on service management this valuable guide presents the best available information on providing superior service

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